User Guide

ADVENT

AW10 All-in-One Printer

ADVENT AW10 All-in-One Printer

Your ADVENT Printer combines ease of use and KODAK Color Technology to print crisp-looking documents and stunning photographs. Decades of leading imaging expertise provide precision colour printing that lasts.

Resources

Support is available! Go to adventprintersupport.custhelp.com and select your printer model for:

- answers to your questions
- software or firmware upgrades
- Extended User Guide
- and more!

If you prefer, you can chat online, send us an e-mail or call for technical support. Go to adventprintersupport.custhelp.com/app/go/contact.

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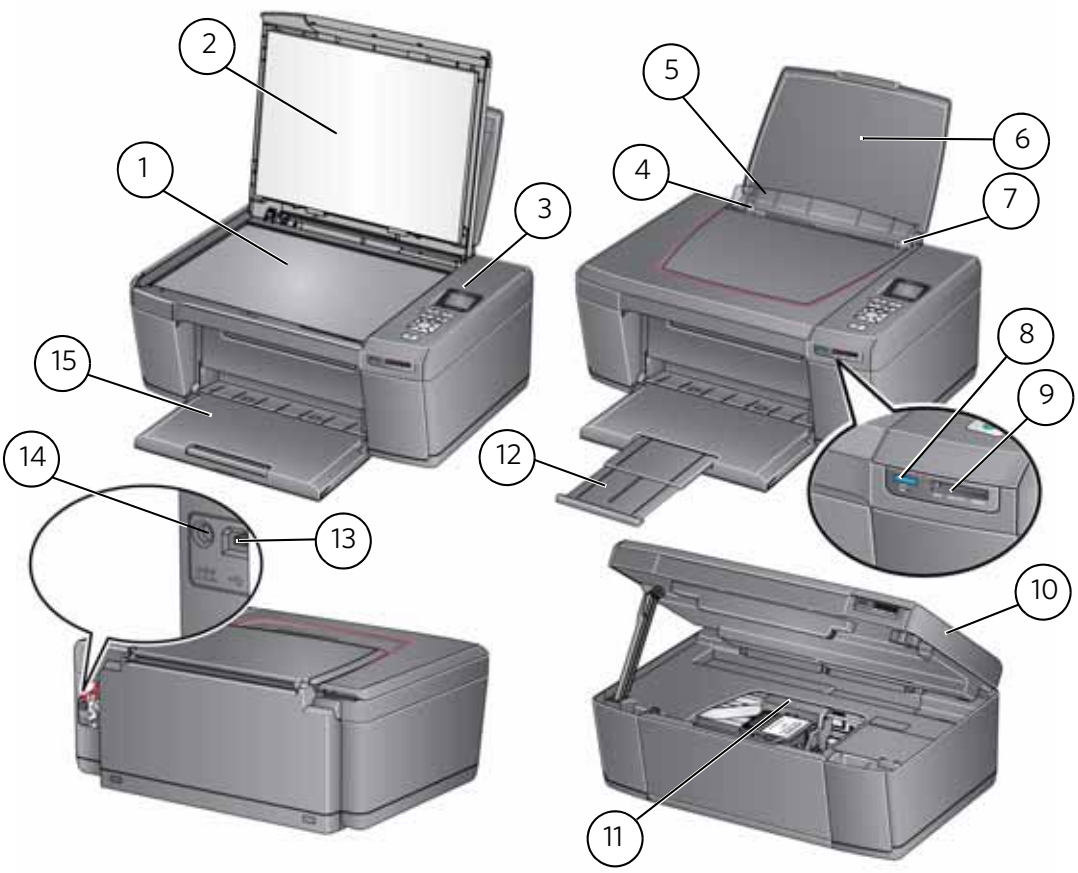
1 Printer Overview

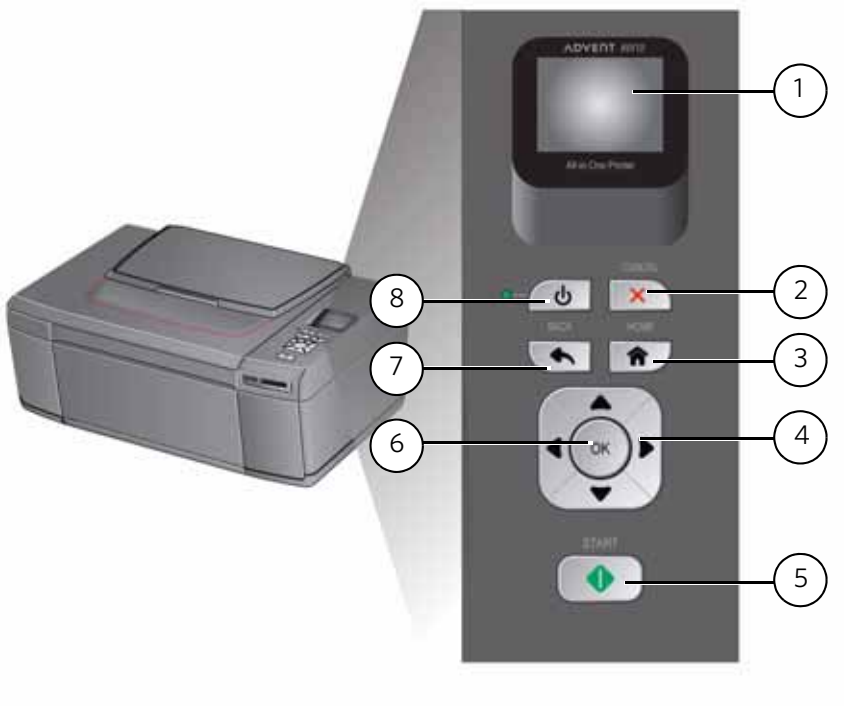
This printer lets you print, copy and scan pictures and documents.

Components



1 Scanner glass
2 Scanner lid
3 Control panel
4 Left paper edge guide
5 Paper guard
6 Paper input tray
7 Right paper edge guide
8 Wi-Fi connectivity LED
9 Memory card slot
10 Access door
11 Printhead with ink cartridges installed
12 Output tray extender
13 USB port
14 Power lead connection port
15 Paper output tray

Control panel



Feature		Description
1	LCD	Displays pictures, messages and menus
2	Cancel button	Stops the current operation and returns to the menu
3	Home button	Displays the main menu and toggles between screens
4	Navigation buttons	Used to navigate menus, scroll through pictures
5	Start button	Begins copying, scanning, printing, maintenance task and file transfer
6	OK button	Selects a menu item and allows you to continue with the current operation
7	Back button	Displays the previous screen
8	On/Off button	Turns the printer on or off

Paper

For the best photo printing results, use inkjet papers that are optimised to work with ADVENT All-in-One Printers.

For the best document printing results, use paper with the COLORLOK Technology logo on the package. Use only paper that is designed for inkjet printers.

Paper types

You can use:

- Plain paper — 16 to 24 lb / 60 to 90 gsm
- Photo paper — up to 12 mils
- Card stock — 110 lb / 200 gsm, max
- Envelopes — most standard types
- Labels — all commercially available inkjet varieties on 216 x 279 mm (8.5 x 11 in.) or A4 sheets
- Iron-on transfers — all inkjet varieties on 216 x 279 mm (8.5 x 11 in.) or A4 sheets

Paper sizes

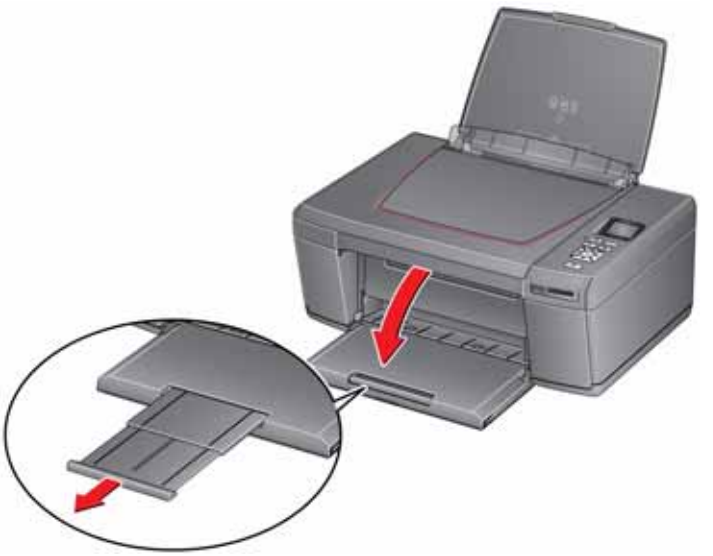
102 x 152 mm (4 x 6 in.) to 216 x 356 mm (8.5 x 14 in.)

For more information about paper types and sizes, see the Extended User Guide at adventprintersupport.custhelp.com/app/go/manuals.

Loading paper

1. Lift the input tray.

2. Open the output tray, then pull out the extender until it is fully extended.

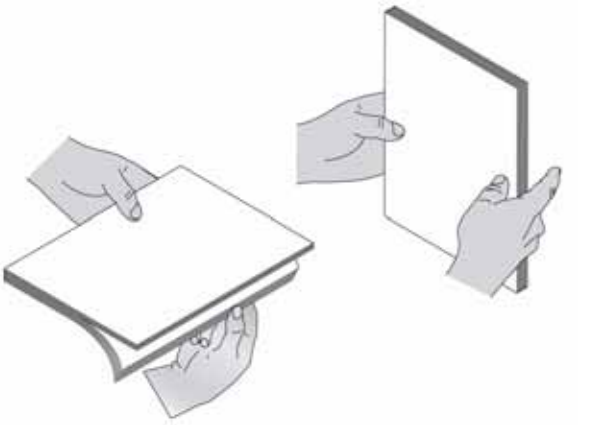


Loading plain paper

The input tray capacity is 100 sheets of plain paper.

To load plain paper:

1. Fan and stack the paper.



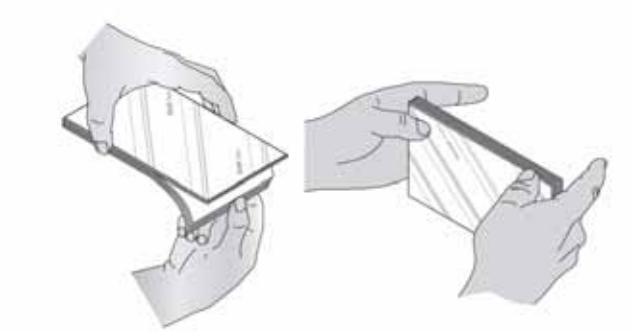
2. Make sure the left and right paper edge guides are in the far left and far right positions, then insert the paper into the input tray.

Loading photo paper

The input tray capacity is 20 sheets of photo paper.

To load photo paper (smaller than 216 x 279 mm (8.5 x 11 in.)):

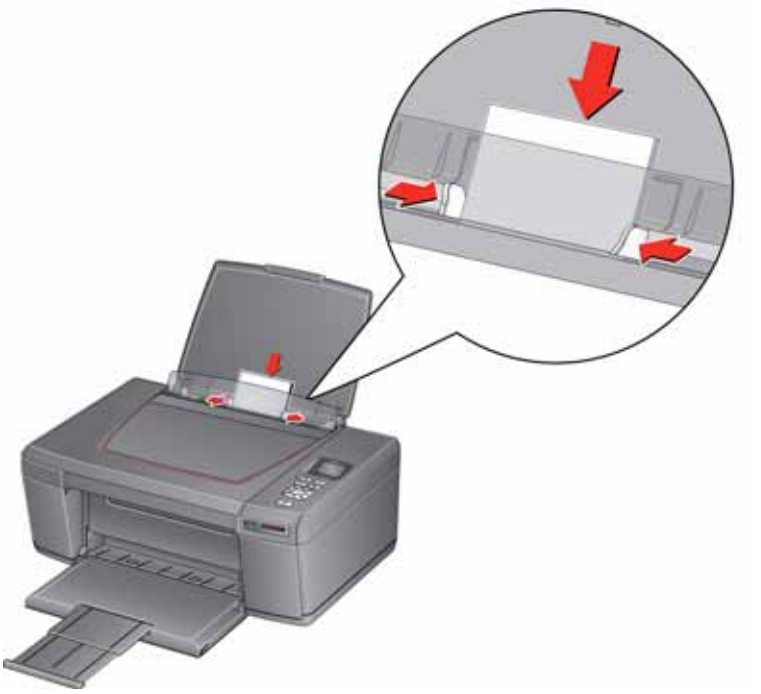
1. Remove any paper from the tray.
2. Fan and stack the photo paper.



3. Insert the paper (short side first) into the centre of the input tray with the **logo side towards the tray** and the glossy side towards you.

IMPORTANT: *If the photo paper is loaded the wrong way, print quality will be affected.*

4. Move the paper edge guides until they touch the paper.



2 Basic Functions

Printing

Printing documents

To print a document from your computer:

1. Open the document.
2. Select **File** > **Print**.
3. In the Print window, select your ADVENT Printer.
4. Choose the pages to print, number of copies etc., then click **OK** (on a computer with WINDOWS OS) or **Print** (on a computer with MAC OS).

Printing pictures

You can print pictures with your all-in-one printer from:

- A memory card inserted into the memory card slot on the printer.
- Any picture-editing or photo-management software on your computer.

For more information, see the Extended User Guide at adventprintersupport.custhelp.com/app/go/manuals.

Printing pictures from a memory card

Your printer accepts the following memory cards:

- SD Card
- SDHC Card
- MMC Card
- MEMORY STICK
- Variations of the memory cards above that require an adaptor (for example, MEMORY STICK Duo, miniSD and microSD)

To print a picture from a memory card:

1. Insert the memory card into the memory card slot.

2. Select a print size.
   a. Press **Home**.
   b. Use the navigation buttons to select **View and Print Photos**.
   c. Press **OK**.
   d. Press ▼ to select **Print Size**.
   e. Press ▶ to navigate to the size of picture you want to print.
3. Press ▲ to select **View Photos**, then press **OK**.
4. Press ◀ or ▶ to select the picture you want to print, then press **OK**.
5. Press **Start** to begin printing.

For more information about printing, see the Extended User Guide at adventprintersupport.custhelp.com/app/go/manuals.

Copying

To copy a document or a picture:

1. Lift the scanner lid and place the document or picture face down on the glass.

2. Close the lid.
3. Press **Home**.
4. Press ▼ or ▲ to select **Copy Document** or **Copy Photo**, then press **OK**.
5. Press **Start** to begin copying.

For more information about copying, see the Extended User Guide at adventprintersupport.custhelp.com/app/go/manuals.

Scanning

Before scanning, make sure that the printer is connected to your computer with a USB 2.0 cable or a wireless network.

To scan a document or picture:

1. Lift the scanner lid and place the document or picture face down on the glass.

2. Close the lid.
3. Press **Back**.
4. Use the navigation buttons to select **Scan**, then press **OK**.
5. Select whether you are scanning to your computer or to a memory card.
6. Select whether you are scanning a document or a photo.
7. Press **Start** to begin scanning, then follow the on-screen instructions.

For more information about scanning, see the Extended User Guide at adventprintersupport.custhelp.com/app/go/manuals.

Ordering ink

You can order ink cartridges online. Go to adventprintersupport.custhelp.com/app/go/inkreorder.

3 Troubleshooting

Basic troubleshooting

Some problems can be resolved quickly by power cycling the printer: Turn off your printer. Wait five seconds. Turn on the printer.

Use the following information to help troubleshoot problems with your printer.

Problem	Possible Solutions
Printer does not power on	• Make sure you are using the power lead that came with your printer. • Make sure the power lead is connected to the AC adaptor, it is plugged into an outlet or power strip and the LED on the AC adaptor is lit.
Printer not detected	• Make sure that your printer is plugged in and turned on. • If you are using a USB cable, make sure that: – it is a USB 2.0 high-speed cable. – it is connected to both your printer and your computer. – you restart the computer if the USB cable was disconnected from the printer then reconnected, or if power to the printer was interrupted. • If you are using a wireless connection, make sure that: – the printer is connected to your wireless network. To check: a. On the printer, press **Home**. b. Press ▼ to select **Network Settings**, then press **OK**. c. Press ▼ to select **View Network Configuration**, then press **OK**. Make sure that the Active Connection Type is Wi-Fi and that the IP Address is not zeros. – your router is transmitting data. – the firewall (excluding WINDOWS Firewall) is allowing the services needed for your printer. – For more information, go to adventprintersupport.custhelp.com/app/go/inkjetnetworking.
Wireless connectivity	For wireless connectivity issues, go to adventprintersupport.custhelp.com/app/go/inkjetnetworking.

Problem	Possible Solutions
Carriage jam	• Open the access door and clear any obstructions. • Check that the printhead and ink cartridges are installed correctly. (The printhead and ink cartridges are installed correctly when you hear them click into place.)
Print quality	• For best results, use inkjet paper with the COLORLOK Technology logo on the package. • Make sure the paper is loaded correctly. See Loading paper, page 7. • For more help, go to adventprintersupport.custhelp.com.
Ink cartridge	• Check that ADVENT Ink Cartridge(s) are installed. Do not use non-Advent brand or refilled ink cartridges. • Remove, then install the cartridges again. Make sure the cartridges click into place.
Paper jam	• Open the access door and gently remove any paper from inside the printer. • Make sure the paper in the tray is free of tears or creases. • Make sure you do not overload the paper tray. For more information, go to adventprintersupport.custhelp.com. Type “paper jam” in the search field.
Error codes/messages	Go to adventprintersupport.custhelp.com, then type your error code or message in the search field.

Getting help on the Web

For more troubleshooting information:

Get help with wireless networking.	adventprintersupport.custhelp.com/app/go/inkjetnetworking
Search our knowledge base for answers to questions you may have about your printer.	adventprintersupport.custhelp.com
Download the latest firmware and software for optimal printer performance.	adventprintersupport.custhelp.com/app/go/aiodownloads
Check the Extended User Guide for detailed instructions and the recommended system requirements.	adventprintersupport.custhelp.com/app/go/manuals

Get help with problems you cannot resolve.	Contact Advent at adventprintersupport.custhelp.com/app/go/contact and have the following information available: – ADVENT Service Number (located inside the printer, on the right, when you open the access door) – Printer model number (located on the control panel) – Computer model, operating system and version of ADVENT All-in-One Printer Software

4 Safety and Warranty Information

Safety Information

- Always follow all warnings and instructions marked on the product.
- Use only the power source indicated on the product regulatory label.
- Use only the power lead that comes with the product. Using another power lead may cause fires and/or shock. Do not use the included power lead with any other equipment.
- If you do not use this product for a long period of time, unplug it from the electrical outlet.
- Always turn this product off by using the On/Off button. Wait until the On/Off button stops flashing before removing the power plug from the outlet.
- Do not allow the power lead to become damaged or frayed.
- If you need to use an extension lead with this product, make sure that the ampere rating of the product does not exceed the ampere rating of the extension lead.
- Place the product on a flat, stable surface that extends beyond the product's base in all directions. This product will not operate properly if tilted or at an angle.
- When storing or transporting this product, do not tilt or stand it on its side. Never turn this product upside down (ink can leak out of the product).
- Avoid placing this product in an environment that is subject to rapid changes in temperature or humidity, mechanical shocks, vibration or dust. Do not place near radiators or heating vents or in direct sunlight.
- Leave enough room around this product for sufficient ventilation.
- Do not block this product's covers or openings or insert any objects through slots.
- Do not use aerosol products inside or around this product.
- Do not spill any liquid on this product.
- Do not attempt to repair or service this product.
- If the power lead or plug is damaged, if any liquid has been spilled onto the product, if the product has been dropped or the case damaged or if the product does not operate normally or exhibits a major change in performance level, unplug this product and contact Advent at adventprintersupport.custhelp.com.

LCD Screen Safety

- Use only a dry, soft cloth to clean the LCD screen. Do not use any liquid or chemical cleaners.
- If the LCD screen is damaged, contact Advent immediately. If any of the solution from the display gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush your eyes immediately with water. If any discomfort or change in vision persists after washing, seek medical attention immediately.

Ink Cartridge Safety

- Keep all ink cartridges out of the reach of children.
- If ink gets on your skin, wash with soap and water. If ink gets into your eyes, flush your eyes immediately with water. If any discomfort or change in vision persists after washing, seek medical attention immediately.

Waste Electrical and Electronic Equipment Labelling

In the European Union, do not discard this product as unsorted municipal waste. Contact your local authorities for recycling programme information.

Warranty Information

Manufacturer's Limited Warranty

Advent warrants Advent consumer electronic products and accessories (“Products”), excluding batteries, to be free from malfunctions and defects in both materials and workmanship for one year from the date of purchase. Retain the original dated sales receipt. Proof of the date of purchase will be required with any request for warranty repair.

Warranty Coverage

Advent will repair or replace Products if they fail to function properly during the warranty period, subject to any conditions and/or limitations stated herein. Warranty service will include all labour as well as any necessary adjustments and/or replacement parts. If Advent is unable to repair or replace a Product, Advent will, at its option, refund the purchase price paid for the Product provided the Product has been returned to Advent together with proof of the purchase price paid. If replacement parts are used in making repairs, those parts may be remanufactured or may contain remanufactured materials. If it is necessary to replace the entire Product, it may be replaced with a remanufactured Product. Remanufactured Products, parts and materials are warranted for the remaining warranty term of the original Product, or 90 days after the date of repair or replacement, whichever is longer.

This warranty does not apply when failure is due to shipping damage, accident, alteration, modification, unauthorised service, misuse, abuse, use with incompatible accessories or attachments (such as third-party ink or ink tanks), failure to follow Advent's operating instructions or failure to use items supplied by Advent (such as adaptors and cables), and does not apply to claims made after the duration of this warranty.

YOUR STATUTORY RIGHTS AS A CONSUMER ARE NOT AFFECTED.

ADVENT

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